



January 17, 2024

RE: **IMPORTANT - MDS 3.0 Revised Billing Guidelines (Interim Solution)**

Dear Nursing Facility Administrator:

We are reaching out regarding potential difficulties you may be encountering when attempting to submit custodial and long-term care claims for dates of service on and after October 1, 2023. Please know that we are aware of the issue, and resolving these challenges is a top priority.

Issue:

Due to a HIPPS/MDS Assessments configuration issue, MDS Assessment codes that do not end in '1' are being rejected by the CCA Availity Claims Submission Portal. CCA has identified an interim solution to this configuration issue, which will allow custodial and long-term care claims to be accepted and properly processed.

Please note that a rejected claim refers to a claim that *did not* pass the front-end claims submission portal ("Availity"), and a denied claim refers to a claim that *did* pass the front-end claims submission portal but was subsequently denied by the back-end claims processing system ("Facets").

Interim Solution:

When submitting LTC/custodial claims to Availity, you must:

- Submit with revenue code 22;
- Submit the HIPPS code and ensure there is a '1' at the end of every code until further notice; and
- Submit Room and Board with revenue code 0100.

For example, if the HIPPS code is NKPF6, you need to submit NKPF1 instead.

Long-Term Fix:

The Availity system will be reconfigured to accept all HIPPS codes. This will take time to configure and test. We will keep you informed of the anticipated completion date.

Immediate Action:

1. Alert your billing teams and clearinghouses of the interim solution; and
2. If you have not done so already, identify all claims that rejected due to the HIPPS code issue with a date of service 10/1/2023 or after and resubmit with revenue code 22 and a HIPPS code that ends in '1'.



Please note that it will take up to 30 days to process and pay resubmitted claims. If you have questions or concerns, or require a cash advance payment, please contact Provider Relations at providerrelations@commonwealthcare.org or Provider Services at 866-420-9332. When emailing, please include your TIN and NPI number(s).

We apologize for the inconvenience this situation has caused and sincerely value your patience. Thank you for the quality care you continue to provide for our members.

Best regards,

A handwritten signature in blue ink that reads 'Helen Connaughton'.

Helen Connaughton
VP, Market Partnership Strategy & Performance